

# ITIL V3 Operational Support and Analysis Capability Module

**Duration:** 4 Days – APMG Accreditation Programme

**Course Specification:** The ITIL V3 Operational Support and Analysis Capability Module is a free-standing qualification, but is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate. The course will outline the roles, functions and activities involved in processes such as Event Management, Incident Management, Request Fulfilment, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management and Application Management.

**Target Group:**

The target group of the ITIL V3 Operational Support and Analysis Module is:

- Individuals who have attained the V3 ITIL Foundation or the V3 Foundation Bridge & wish to advance to higher level ITIL certifications.
- Individuals who require a deep understanding of the Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organisation.
- IT professionals that are working within an organisation that has adopted & adapted ITIL and who need to be informed about and thereafter contribute to an ongoing service improvement programme.
- Operational staff involved in Event Management, Incident Management, Request Fulfilment, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management & Application Management.

This may include but is not limited to, IT professionals, business managers and business process owners.

**Learning Objectives:** Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice and Service Operation Principals

- Processes across the Service Lifecycle pertaining to the capability of Operational Support and Analysis
- Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service.
- Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels
- Request Fulfilment which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products.
- Problem Management which prevents problems and resulting incidents from happening, to eliminate recurring incidents and to minimize the impact of incidents that cannot be prevented.
- Access Management which grants authorized users the right to use a service, while preventing access to non-authorized users.
- Operational activities of processes covered in other lifecycle phases such as Change Management, Configuration Management, Release and Deployment Management, Capacity Management, Availability Management, Knowledge Management, Financial Management for IT services, and IT Service Continuity Management.
- Common Service Operation activities related to Service Operation and Support
- Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management, Application Management
- Service Operations and Support Service Operation roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks

**And specifically in the following key ITIL process and role areas**

- Event Management Process
- Incident Management Process

- Request Fulfilment Process
- Problem Management Process
- Access Management Process
- Service Desk
- Technical Management
- IT Operations Management
- Application Management

**Prerequisites:** Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management.

**Eligibility for Examination:** To be eligible for the ITIL V3 Operational Support and Analysis Exam, candidates shall fulfil the following requirements:

- At least 30 contact hours of instruction with an accredited provider of training or e-learning provider based on this syllabus, as part of a formal, approved training course.
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable. It is also recommended that students should complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL Service Management Practice core guidance publications and in particular, the Service Operation publication

#### **Examination Format**

- 8 Multiple choice, scenario based questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Maximum of 90 minutes for all candidates
- This is a closed book examination with the pass mark being 28/40 or 70%